9.3 Work Queue Configuration
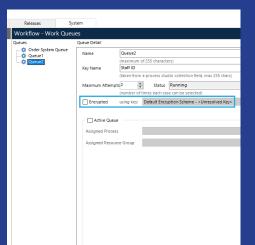
Work Queue Configuration

- **Work Queues are created and configured in the Workflow Area of System Manager. This is where Work Queues can be provided with a Name and a Key Name.**

- **The Key Name directly correlates to a column name in the Collection Stage, that is used within a Process to add new Items to a Work Queue. The column value for each new Item will appear in the Item Key column, in the Queue Management Area of Control Room.**

- **Sensitive data such as account numbers or policy numbers, must not be stored in the Item Key column. As this is an identifier that is visible throughout Blue Prism.**

- **From the Workflow Area, it is also possible**

  - To check the status of a Work Queue.

  - To set the number of Retry Attempts for Items within the Work Queue.

  - To find references to the Process interacting with a particular Work Queue.

- **The Encrypted option is available to ensure any sensitive data held within the Work Queue, is also encrypted within the Blue Prism database.**
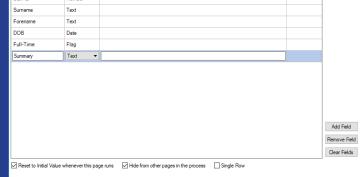

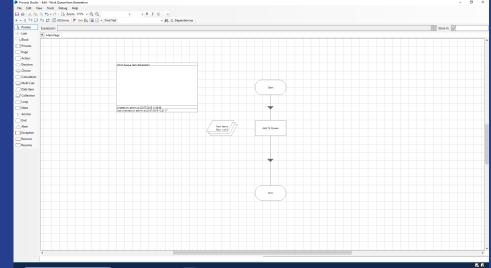**Key Name in Collection Stage properties.**

Item Key column in Work Queue.

Collection Stage properties window.

Queue Detail with Encrypted option.

Process Diagram containing *Add To Queue* Action Stage.